

**Terms of Reference and Scope of Services
for
Communication/GRM Expert (Individual Consultant)
of**

Bangladesh Regional Waterway Transport Project-1 (Dredging in Chittagong-Dhaka-Ashuganj IWT Corridor along with associated linked routes and construction of terminal with allied infrastructure).

Package Name	Communication/GRM Expert, Individual Consultant
Package Number	Service No. BRWTP-S14/12
Assignment Duration	24 (twenty four) person-months
Procurement Method	SIC-Open
Number of Positions	01 (one)
Location of Assignment	Project Implementation Office in Dhaka and Project Sites, Bangladesh
Funding Source(s)	IDA (Credit No. 5842-BD)
Contracting Entity	Project Director, Bangladesh Regional Waterway Transport Project-I, BIWTA

Background

The Government of the People’s Republic of Bangladesh has received an SDR 254 million Credit from the International Development Association (IDA)—a member of the World Bank Group - for financing the cost of the *Bangladesh Regional Waterway Transport Project-1 (BRWTP-1)*. The project is implemented by the Bangladesh Inland Water Transport Authority (BIWTA) and it intends to apply part of the IDA Credit for procuring the services of a Communication/GRM Expert for its Project Implementation Unit (PIU).

The development objective of the project is to improve transport efficiency, reliability and safety for passengers and cargo on priority inland waterways along the Chittagong-Dhaka-Ashuganj Inland Water Transport Corridor of Bangladesh. This will be achieved by: (i) Reducing transport time, thus a reduced and, (ii) Increasing reliability and safety during travel for the passengers and cargo transports. The project is also implemented within the broader context of the BBIN/Eastern Corridor regional program which aims to facilitate the movement of passengers and cargo on multimodal transport networks for the benefit of traders, transporters, producers, passengers and communities in Bangladesh, Bhutan, India, and Nepal.

The Project consists of 3 (three) major components:

(i) *Improved Inland Waterway Navigation* (Component 1) will include work to maintain and increase advertised depths and to delineate channel routes through provision of long-term navigation and utilizing the mechanism of performance based contracts (PBCs); (ii) *Improved Services at Priority Inland Waterway Terminals and Landing Stations* (Component 2) to support the development of two cargo terminals, four passenger terminals and 15 landing ghats(stations); and (iii) *Institutional Capacity Development and Sector Sustainability* (Component 3) comprising of a series of activities to support overall enhancement of the management systems and human resources capacity of BIWTA for modern, efficient, and high quality management of the IWT sector in line with international standards.

The project may involve substantial amount of land acquisition, causing displacement and subsequently involve compensation to be processed for a significant number of beneficiaries. Furthermore, the project implementation may also cause temporary or permanent disruptions to livelihood of a significant number of persons and involve some degree of labour influx. Finally, the Project will undertake a number of activities related to making waterway transport infrastructure more female friendly, and so involves a significant gender dimension.

The project involves significant construction work as well as major dredging on the greater Meghna channels which would require hiring of skilled labor from outside of the project area. So the project with major influx of workers will increase the Gender-Based Violence (GBV) related risks including sexual harassment and exploitation, trafficking and forced marriage. The construction of the proposed land ports will also inevitably lead to greater mobility of peoples which could also contribute to raising a number of social problems; namely, greater exposure to sexually transmitted diseases including HIV/AIDs due to influx of outsiders such as traders, business persons, skilled and unskilled migrant laborers, transport workers, etc. all of which may potentially lead to social tensions among the local communities.

The Project has a communication strategy, selected communication materials and implementation plan of the communication strategy aim to fulfil the specific objective of the project mainly to ensure more private sector involvement in inland water transport sector, increase number of country boats and vessels as inland transport, provide an opportunity to improve the institutional capacity for environmental management, social management, and safety in overall IWT sector and popularize IWT sector in carrying goods to minimize pressure on road and rail communications.

The Project has Grievance Redress Mechanism (GRM) which will be implemented by the Project Implementation Unit (PIU) at BIWTA with an aim to respond to queries or clarifications about the project, resolve problems with implementation and address complaints and grievances, including for GBV from project affected persons. The GRM will determine corrective actions and necessary proceedings that can be implemented quickly and at a relatively low cost to resolve identified implementation concerns before they escalate to the point of harm or conflict. GRM will serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues. GRM will be implemented in two phases:

- 1) First phase of GRM is to support safeguards implementation; and
- 2) Phase two of GRM will cover all components and overall project implementation.

In the first phase the project will focus on establishing protocol and procedures for GRM related to safeguards as required per Bank policies Bank-financed projects that trigger the OP4 12 on Involuntary Resettlement requires projects to establish a GRM in order to collect grievances related to the resettlement process which applies to this project. The scope of such GRM is relatively narrow, as it only solicits complaints from project beneficiaries that are affected by project activities and covered by dedicated Resettlement Action Plans (RAPs) thus the project protocol will be extended and expanded later to cover all project related grievances throughout project cycle.

The phase two of GRM will start along with the start of civil works/contracts. This phase is to address requests/suggestions or grievances related to request for information or clarification, any suggestions or comments, quality of construction works, purchasing, social & environmental safeguards, financial management, procurement, issues/case of GBV or any other issues related to implementation of the Project.

Given the overall magnitude, and complexity of potential application of World Bank's safeguard policy and procedure, the Project will recruit a Communication/GRM Expert who will assist project management in dealing with the issues related to social impact assessment

& communication, gender, GRM & GBV/SEA/SH and monitoring & application of World Bank's social safeguards. S/he will work in the Project Implementation Unit (PIU) under the Project Director and in collaboration with staff from the PIU's Environmental and Social Cell. S/he will assume the following responsibilities, beside any other tasks/responsibilities that might be given to him/her by the Project management from time to time.

Scope of Work

The duties and responsibilities include but not limited to the following:

- (i) To support BIWTA in establishing an accessible, transparent, efficient and harmonized GRM for project-affected people and other stakeholders interested in BRWTP-1 Project;
- (ii) To provide clarity, predictability and uniformity on how grievances, complaints, and concerns will be received, assessed, sorted, resolved, and monitored under the project;
- (iii) Ensure maintenance of proper records of the cases of grievances and their resolution and be overall responsible for overseeing and management of the grievances and complains from the beneficiaries or any other project related stakeholders arising out the implementation of the project activities;
- (iv) Track and document in detail any cases of grievances/complaints (including for GBV) and following the receipt of these complaints/grievances, facilitate the resolution of such grievances through the project GRM;
- (v) Facilitate improvement in the performance of staff involved in the GRM and overall project performance (including environmental and social performance) through capacity-building, monitoring of grievance redress processes and periodical progress reporting.
- (vi) Be responsible for coordinating the work of other actors involved in operating the GRM and providing support in GRM implementation, especially with PIU designated specific focal persons responsible for receiving and dealing with grievance cases regarding potential GBV-related cases.
- (vii) Be responsible for developing the capacity of staff at various levels (PIU, local level) through training and orientation (including GBV) in order to enhance the effectiveness of the GRM;
- (viii) Prepare, implement and monitor the project's communication strategy and the communication action plan;
- (ix) Ensure stakeholder engagement during project activities and take the lead on behalf of PIU on actions related to citizens' engagement and the project's interaction with stakeholders;
- (x) Undertake field visit and organize focus group discussion (FGD) with the project stakeholder/beneficiaries to explain to them the project's GRM in local language, including types of grievances and complaint filing procedure;
- (xi) Be responsible for ensuring that the existence and procedures of the GRM are being communicated clearly and adequately throughout the entire project lifecycle to project-affected parties and other interested stakeholders; raise awareness of the availability of the GRM through project related events and by posting information about the GRM in public locations/project sites (e.g. via project board);
- (xii) Prepare and disseminate information brochure on Project GRM, GBV/SEA/SH risk prevention and mitigation measures to stakeholders/affected communities during

- stakeholder engagement initiatives, FGDs or community consultation/sensitization workshop at the affected communities;
- (xiii) Be responsible for the management of the Toll-Free Telephone line for the project's GRM and maintain & upgrade the computerized data base related to grievances/ complaints received from the stakeholders;
 - (xiv) Collaborate with the Social Development Specialist and prepare project information and updates which will be featured on the project dedicated website;
 - (xv) Monitor activities related to making transport infrastructure more female and disabled friendly and prepare monthly/quarterly/six-monthly/annual communication and GRM/ GBV/ SEA/SH-related monitoring reports for the project and share it with World Bank for comments and feedback; and
 - (xvi) Any other job/responsibilities assigned by the project management.

Skills and Qualifications

1. **Qualifications:** A post graduate degree from any recognized university in Social Science, preferable in Sociology, Anthropology, Law, Public Administration, Communication or management.
2. **Experience:** Minimum 15 years of overall working experience and at least 10 years of professional experience in the areas of land acquisition process, involuntary resettlement, consultation and participation, socio-economic surveys, monitoring and evolution, etc. and with. Proven understanding of issues related to social accountability, inclusion, grievance redress mechanism (GRM) including GBV/SEA/SH response GRM and stakeholder engagement, excellent communication, inter-personal, problem-solving, negotiation and training skills, and excellent communication, data analysis and report-writing skills in English. Good command of both in written and spoken English and Bengali. Previous field experience and work experiences with the World Bank or other international development organizations a plus.

Reporting Requirements

The consultant will report directly to the Project Director, BRWTP-1 project and work closely under the technical direction of the Head of the Environmental and Social Cell of the PIU. S/he submits monthly report on activities related to communication and GRM/GBV-related activities for the project within the first seven days of each calendar month.

Remuneration and other Facilities Provided by the Employer

There will be two parts of the Payments- Remuneration and Reimbursable, which will be fixed during the negotiation. Remuneration will be paid on monthly basis (inclusive of local taxes that will be added during the negotiating along with the Consultants' take home remuneration)

In addition, the Project will provide office space for the Communication/GRM Expert, with access to office equipment required to carry out his / her functions. All day to day office travel, transportation, and accommodation arrangements will lie entirely with the Communication/GRM Expert. However, in case of necessary travel to field and/or outside the office at Dhaka the Project will provide transportation or travel costs and per-diem as per contract. The Project may provide further reasonable assistance in connection with carrying out his/her responsibilities, upon the request of Communication/GRM Expert.

Tenure/Duration

The contract with the Communication/GRM Expert will be for duration of 24 person months on a full-time basis to perform communication and GRM/GBV-related tasks of the Project, subject to renewal as per Project requirements and Consultant's performance.

Communication/GRM Expert's Responsibility

The Communication/GRM Expert shall be fully responsible to manage his day to day works with the PD and Project team with high dedication, integrity and ethical behavior. The Communication/GRM Expert should keep all the project information confidential. He/She should be fully responsible for own transport, accommodation, income tax clearance, as well as necessary insurances for health and accident, if any.